

Program or Project Description:

Legislative Goal(s):

Legislative Performance Measures :

| 2009 Biennium Significant Milestones: | Completion Dates | |
|---------------------------------------|------------------|--------|
| | Target | Actual |
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Agency Performance Report:

The measurements are completed each quarter, except the customer satisfaction survey which is completed once each biennium. The summer quarters will not have activity unless there is a late or early season snow storm and icy conditions. The last customer satisfaction survey was completed during the summer of 2006; the next one will be conducted during the summer of 2008.

LFD Narrative:

LFD ASSESSMENT - From the data provided staff is unable to determine outcomes against the goal

DATA RELEVANCE - The data provided in the status of the agency performance report provides no relevant information to assess progress toward the goal.

APPROPRIATION STATUS - No appropriation or expenditure information was provided

ISSUES - The department reports of the following performance measures:

Cost per mile of plowing, sanding, and deicer usage, and the customer satisfaction survey

Except for the customer satisfaction survey, measuring the resources used to accomplish the goal are measures that would be useful for managing the operations of the program, but provide no value in determining if the efforts are providing results. The satisfaction survey one way to gauge perceived effectiveness of the program. However, the last satisfaction survey was performed in the summer of 2007 and showed driver's satisfaction for winter driving conditions of the 2006/2007 winter. The survey for the most recent winter will not be performed until the summer of 2008. Simply reporting that measures are completed each quarter provides no valuable information for the funding it approves.

OPTIONS – The working group may want to consider the following options for this goal:

1. Direct the agency to provide appropriation and associated expenditure information
2. Receive an update on the results of the customer satisfaction survey for winter maintenance at its October meeting
3. Request the department investigate reporting on accident information that would show accident patterns for a sampling of areas with typically high winter driving safety conditions and only those attributed to roadway surface conditions that are maintainable by the department



| Version | Date | Author |
|-------------|-----------|-----------|
| LFD June 08 | 5/22/2008 | G. DeWitt |
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| Change Description |
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| Inserted agency performance report and added LFD Narrative |
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